

AFROSTITCHES RETURNS & REFUND POLICY

Effective Date: 26th January 2026

Platform: www.afrostitches.com

Operator: Afrostitches Digital Innovations Ltd ("Afrostitches", "we", "our", "us")

1. Overview

Afrostitches is a curated online marketplace that connects customers ("Buyers") with independent fashion designers and brands ("Designers") across Africa. Products sold on Afrostitches are **made-to-order, handmade, Ready-to-wear or limited-production items** created by independent Designers.

Because of the bespoke nature of many products, our returns policy differs from mass-retail e-commerce stores. However, Afrostitches is committed to fairness, buyer protection, and designer accountability.

2. Return Eligibility

You may request a return or refund if:

1. You received the **wrong item**
2. The item arrived **damaged or defective**
3. The item is **materially different** from the product description
4. The item does not match the confirmed size specification submitted during ordering

All requests must be submitted within **5 days of delivery**.

3. Non-Returnable Items

Due to hygiene and customization, the following items are **not eligible for return or refund** except where defective:

- Custom or made-to-measure garments
- Altered or worn clothing
- Undergarments or intimate wear
- Items marked "Final Sale"
- Products damaged after delivery due to customer handling
- Incorrect sizing selected by the Buyer (when accurate measurements were requested and confirmed)

4. Return Request Process

To initiate a return:

1. Email info@afrostitches.com within 5 days of delivery
2. Include:
 - Order number
 - Photos/videos showing the issue
 - Description of the problem

Afrostitches will review the request and respond within **2–3 business days**.

Afrostitches acts as a resolution mediator between Buyer and Designer and will determine eligibility in accordance with this policy.

5. Resolution Options

If your claim is approved, Afrostitches may offer one of the following:

- Replacement item
- Alteration/repair support
- Store credit
- Partial refund
- Full refund

The type of resolution depends on the severity of the issue and product category.

6. Return Shipping

If a return is approved:

- Afrostitches will provide instructions for returning the item
- Buyers must not ship items back without authorization
- For defective or incorrect items, return shipping may be covered
- For discretionary returns, Buyer may be responsible for shipping costs

Afrostitches is not responsible for items returned without authorization.

7. Refund Processing

Refunds are issued after the returned item is received and inspected by the Designer or Afrostitches.

Processing timeline:

- Inspection: 3–5 business days
- Refund issuance: 5–10 business days (depending on payment provider)

Refunds are issued to the original payment method where possible.

Shipping fees, customs duties, and import taxes are **non-refundable**, except where required by law.

8. Cancellations

Orders may be cancelled **within 24 hours of purchase** if production has not started.

After production begins, cancellation may not be possible due to the made-to-order nature of items.

9. Designer Responsibilities

Designers on Afrostitches agree to:

- Accurately describe products
- Follow sizing guides
- Maintain quality standards
- Cooperate in dispute resolution

Repeated violations may result in suspension from the platform.

10. Buyer Responsibilities

Buyers agree to:

- Provide accurate measurements and shipping information
- Review sizing charts before purchase
- Inspect items upon delivery

11. Chargebacks

Before initiating a bank or card chargeback, Buyers must contact Afrostitches support.

Unresolved chargebacks may lead to:

- Account suspension
- Restricted future purchases

12. Limitation of Liability

Afrostitches operates as a marketplace facilitator and does not manufacture the products listed by Designers. While we enforce quality standards and dispute mediation, liability for product craftsmanship remains with the Designer, subject to applicable consumer protection laws.

13. Contact

Customer Support: info@afrostitches.com

By placing an order on Afrostitches, you agree to this Returns & Refund Policy.